Canadian Heritage | Patrimoine canadien

Canada

Bulletin 41-42

Official Languages

Implementation of Sections 41 and 42 of the *Official Languages Act*
Community Development and Linguistic Duality

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CTC and *RDÉE Canada* team up:
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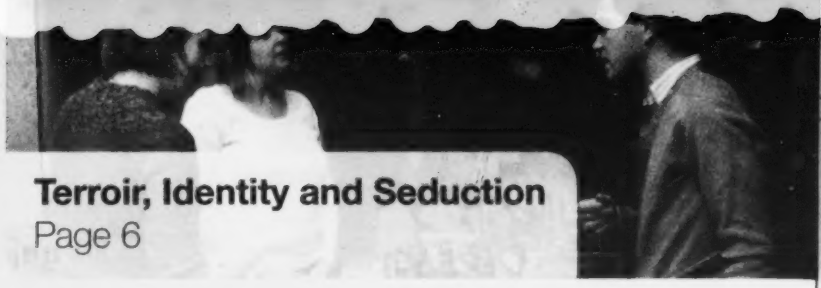

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18 Jean-Bernard Lafontaine receives the Public Service Award of Excellence

We will be pleased to receive your comments and observations.

Coordination Dorota Ptaszynski
Tel.: 819-997-8760
Fax: 819-953-3942

Email bulletin41-42@pch.gc.ca

Web Site www.canadianheritage.gc.ca/bulletin41-42

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Bulletin 41-42 aims to promote measures taken by federal institutions to support the development of OLMCs and promote linguistic duality, and to reflect concrete results stemming from interdepartmental coordination.

Government of Canada celebrates
40 Years of the *Official Languages Act*

On September 8, 2009, the Honourable James Moore, Minister of Canadian Heritage and Official Languages, on behalf of the Government of Canada, brought together community groups, parliamentarians, and representatives of official-language communities to celebrate the 40th anniversary of the coming into force of Canada's first *Official Languages Act*.

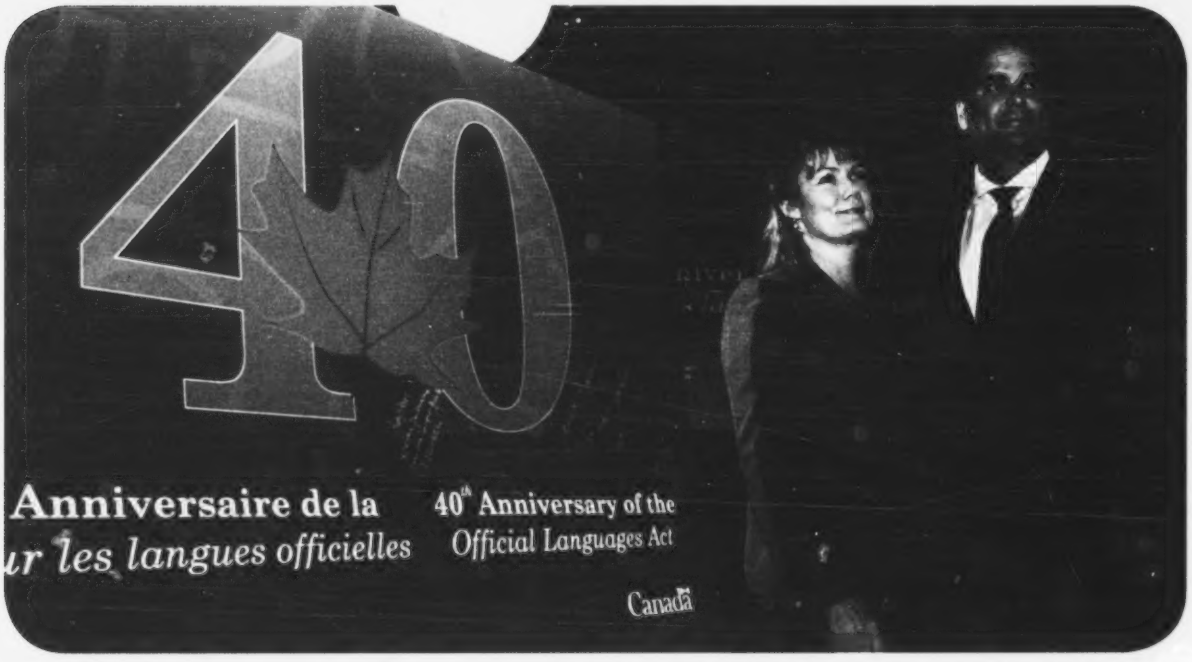
"Our Government is proud to mark the 40th anniversary of the *Official Languages Act*, which gave English and French equal status not only in Parliament and before the courts, but also in the federal government for the first time in Canada's history," said Minister Moore. "Our country's official languages are part of what defines the Canada I have always known. And I can appreciate its merits in a very personal way, since I studied in a French immersion setting."

> The event, held on Parliament Hill, was an excellent opportunity to highlight the Act's longevity and the progress that the Government of Canada has made in promoting and supporting both of our country's official languages over this period of our history.

The Minister highlighted the work of everyone who contributed to the evolution of our major language policies: the Prime Minister, Cabinet, the Commissioners of Official Languages, the founders and builders of organizations like the *Fédération des communautés francophones et acadienne*, the Quebec Community Groups Network, and Canadian Parents for French, members of the Senate and House of Commons Standing Committees, the Network of Official Languages Champions, and all his provincial and territorial counterparts. He also recognized the essential contribution of the men and women who speak out on behalf of our communities, and of the artists and artisans who help keep Francophone and Anglophone cultures alive.

Minister Moore took the opportunity to recall the Government of Canada's contribution to the vitality of official-language minority communities, while encouraging all Canadians to participate in linguistic duality. "Our Government is promoting both official languages throughout Canada," he said, "and we are showing leadership, as demonstrated by our commitments in the Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future and the actions taken to meet those commitments."

Guests at the reception were able to appreciate archival documents related to the 40 years of the Act, thanks to the contribution of Library and Archives Canada.



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OLMCs express their views to the CRTC
The future looks bright in new media

In collaboration with Shereen Ghattas, Canadian Radio-television and Telecommunications Commission

Following the public hearing held in January 2009 regarding English- and French-language broadcasting services in English and French minority communities in Canada, the Canadian Radio-television and Telecommunications Commission (CRTC) tabled its report on March 30, 2009, highlighting the following conclusions:

- Access to services has improved with technological advances and the advent of digital service.
- Official-language minority communities (OLMCs) would like to be better reflected within the Canadian broadcasting system.
- Community radio stations and the Canadian Broadcasting Corporation play a key role in representing OLMCs.
- Over the medium and long terms, new media represent the best solution for increasing access and reflecting OLMCs within the Canadian broadcasting system.

During the public hearing, the CRTC wanted to determine whether OLMCs had access to an appropriate and equitable number of quality services; to establish whether those communities were adequately represented in the programming of these services; to identify deficiencies and challenges related to access to these services and the representation of the communities in their programming; and to discuss proposed measures for addressing these deficiencies and meeting these challenges.

In addition to OLMC representatives, members of provincial and federal agencies, including the Ministerial Conference on the Canadian Francophonie and the Commissioner of Official Languages, as well as broadcasters and distributors made presentations during the hearing. The majority of the stakeholders stressed the importance of reflecting OLMCs in the broadcasting system. Stakeholders also answered questions regarding the role of new technologies and minority-language television coverage of the 2010 Olympic Games.

The CRTC was particularly pleased with the active participation of organizations representing OLMCs. For their part, these organizations were better able to convey their own realities and needs by bringing the challenges they face to the CRTC's attention.

A copy of the report can be obtained at: **www.crtc.gc.ca/eng/backgrnd/language/ol0903-lo0903.htm**.

The CRTC announced on August 11, 2009, that it was approving the request of the *Radio de la communauté francophone d'Ottawa* (RCFO). The station proposed to offer 126 hours of programming each week, which would be carried out primarily by Franco-Ontarian volunteers, and would include 94 hours of local programming. According to the Chairman of the CRTC, Konrad von Finckenstein, the Commission firmly believes that the RCFO will meet the specific needs of the Franco-Ontarian community by offering it varied local programming.

Official languages theme day in Saskatchewan
How do we reach the Fransaskois?

In collaboration with Alain Boucher, Canadian Heritage

On January 28, 2009, about 40 senior federal officials from Saskatchewan, several of their provincial counterparts and representatives of the Fransaskois community met at the University of Regina's *Institut français* on the occasion of Official Languages Theme Day, put on by the Saskatchewan Federal Council.

Organized every other year by the Federal Council's Committee of Official Languages Leaders community development support subcommittee, the day was designed to raise participants' awareness of the principles of "positive measures" and "active offer" and to better acquaint them with the Fransaskois community.

Positive measures were discussed in two presentations. The first was more theoretical and allowed participants to take stock of the primary methods, scope and expected outcomes of the measures. The second presentation was delivered by France Caissy, Director of Interdepartmental Coordination at Canadian Heritage, who provided an overview of a series of best practices and projects implemented by various departments. The principles of active offer were covered in a presentation by the Saskatchewan representative of the Office of the Commissioner of Official Languages, while the Government of Saskatchewan's Francophone Affairs Branch introduced its promotional campaign entitled *Bonjour Saskatchewan* and its approach to offering services in French.

The *Assemblée communautaire fransaskoise* also had the opportunity to talk about the aspirations and challenges of the Fransaskois community for its development and to express its desire, as a minority community, to fully exercise its citizenship. Its voice was heard: federal representatives took advantage of the day to pursue their dialogue with the community on some very concrete projects.

The Saskatchewan Federal Council, Canadian Heritage and Service Canada contributed to the funding of this activity. The University of Regina's Institut français graciously offered the use of its premises.

Language Rights Support Program

In collaboration with Alexa Chown, Canadian Heritage

On September 9, 2009, the Honourable James Moore, Minister of Canadian Heritage and Official Languages announced the choice of the University of Ottawa as the Language Rights Support Program's (LRSP) managing institution at the *40 Years of Official Languages in Canada: Our History and the Path Ahead* symposium. The LRSP is a new Program through which the Government of Canada will invest $1.5 million annually to promote better understanding of language rights.

The Official Languages and Bilingualism Institute of the University of Ottawa is currently working in partnership with the Faculty of Law, to make the Program operational. The University is hiring the necessary personnel and implementing procedures to ensure the LRSP is able to receive its first funding requests in the fall of 2009. Updates will be available on the University's website.

The Government is committed to having the LRSP up and running in 2009. This announcement of the University of Ottawa as the managing institution is evidence of progress towards this commitment.

Allan Rock, President and Vice-Chancellor, University of Ottawa; Pierre Foucher, Professor of Law, University of Ottawa; Richard Clément, Chair and Associate Dean, Official Languages and Bilingualism Institute; and Hon. James Moore, Minister of Canadian Heritage and Official Languages.

A successful initiative by Environment Canada's Biosphère

Young Francophones are made aware of environmental issues

In collaboration with Jean Langlais, Environment Canada

Launched in the fall of 2008, Environment Canada's 2008-09 Biosphère Youth Program school tours, designed specifically to reach official-language minority community (OLMC) groups, gave thousands of high school students aged 12 to 18 across the country something to get excited about.

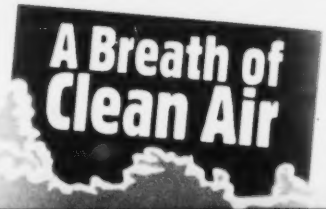
From St. John's to Vancouver, with stops in Moncton, Sudbury, Winnipeg, Edmonton and Kelowna along the way, over 2,000 students attended— and actively participated in—one of two presentations: *A Change in the Air*, which focuses on climate change, and *A Breath of Clean Air*, which deals with issues such as smog and acid rain.

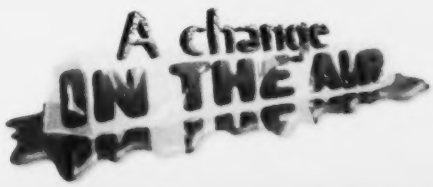
"In our view, school presentations are the most important tool we have to reach OLMC young people," explained Biosphère Director Jean Langlais. "On the one hand, the exchanges with students are more dynamic than using videoconferences and, on the other, our facilitators can take advantage of the visit to meet with teachers and administration and show them the range of programs that we offer." Teacher training and other activities for young people, provided through videoconferencing, as well as self-run class and field activities, are also available.

Jean-François Dussault, Environment Canada Biosphère facilitator, at *École J.H. Picard* in Edmonton

In 2009-10 the list of school tours grows even longer, with Francophone students in Vancouver/Kamloops, Calgary, Saskatoon, Regina, Thunder Bay, Toronto and Edmundston, and Anglophone students in Gaspé, Quebec City and the West Island of Montreal, receiving a visit from the Biosphère's facilitators. Word of mouth, comments from enthralled teachers and Biosphère representation at teachers' association meetings have driven the popularity of the program, ensuring its lasting success.

To learn more, go to: **www.biosphere.ec.gc.ca**.





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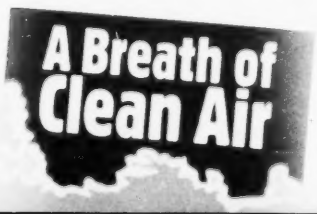
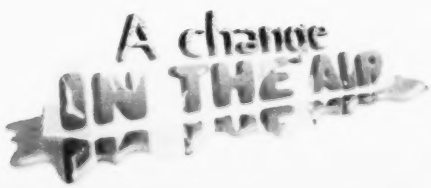
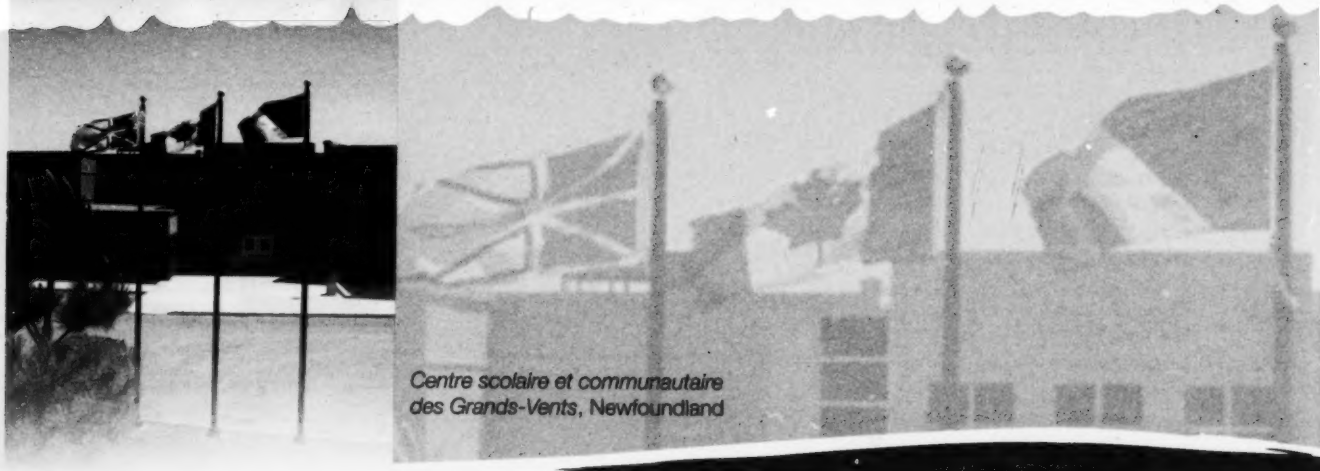






Centre scolaire et communautaire des Grands-Vents, Newfoundland

Canadian Ambassador visits OLMCs in Atlantic Canada

In collaboration with Christine Roger, Foreign Affairs and International Trade Canada

Canada's Ambassador to Bosnia and Herzegovina, David Hutchings, addressed members of two official-language minority communities (OLMCs) during a speaking tour that took him to Newfoundland and Labrador and other Atlantic provinces in January 2009. The Speakers Program of Foreign Affairs and International Trade Canada (DFAIT) coordinated the tour.

In St. John's, Mr. Hutchings discovered a vibrant Francophone community with its own modern educational facility that operates entirely in French. "I was impressed that the *Fédération des francophones de Terre-Neuve et du Labrador* is not only safeguarding its cultural heritage but also looking outwards, using nearby resources like Saint-Pierre and Miquelon," he said. Mr. Hutchings spoke about the services that DFAIT provides to Canadians and discussed DFAIT's foreign policy priorities and career opportunities.

In Prince Edward Island, Mr. Hutchings met with Élise Arsenault and Edmond Richard of the *Société Saint-Thomas-d'Aquin*. "It allowed us to better understand the Government's position on international issues," said Ms. Arsenault, "[and] as a result, to better align our projects with the Government's strategic priorities, such as emerging markets."

Mr. Hutchings told them about his encounter with a student in Sudan. "The story of the Acadians is known throughout the world," said the diplomat.

> I remember speaking to some students in a displaced persons camp in Sudan a few years ago. One student, perhaps 15 years old, raised her hand and said she had heard about the deportation of the Acadians and could I tell her "something about it?" and "Do the Acadians still exist?" and "Where do they live and what do they do?" I was able to tell her a few things, but after meeting with the *Société Saint-Thomas-d'Aquin*, I would today be able to give that young student a sense of what it means to be Acadian and to tell her how the community is developing while maintaining its identity.

David Hutchings, Canada's Ambassador to Bosnia and Herzegovina

DFAIT recently wrote to all the OLMCs to tell them about the Speakers Program, which gives Canadian audiences an opportunity to engage with departmental officials on a broad range of foreign policy, trade and investment issues. For more information, visit: **www.international.gc.ca/speakers.**

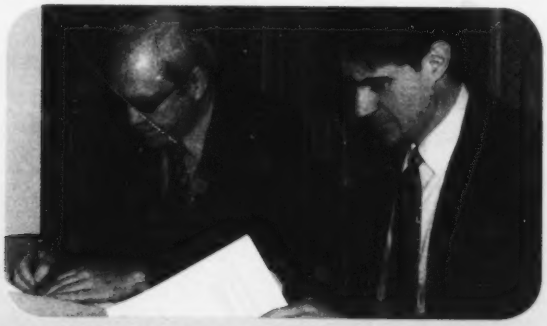
CTC and *RDÉE Canada* team up
Inviting the world to discover French Canada!

In collaboration with the Canadian Tourism Commission

In February 2009, the *Réseau de développement économique et d'employabilité du Canada* (*RDÉE Canada*) and the Canadian Tourism Commission (CTC) ratified a partnership agreement to promote Canada's Francophone and Acadian products and tourist destinations internationally.

The new agreement between the *RDÉE*, a leader in community economic development, and Canada's national marketing organization will make it possible, among other things, to deliver a major international tourism marketing strategy. It will also foster greater cooperation among private and community tourism stakeholders in minority Francophone and Acadian communities.

> "*RDÉE Canada* is proud to have developed this special partnership with the Canadian Tourism Commission," said Roger Lavoie, Director General of *RDÉE Canada*.



Roger Lavoie, Director General of *RDÉE Canada*, and Alexander Reford, member of the CTC board of directors

"The impact is sure to benefit our country, as this collaboration will strengthen Canada's Francophone and Acadian tourism destinations and products. We want to invite the entire world to explore our beautiful country!"

"The 2010 Winter Games will accelerate the process of securing recognition for Canada as a destination offering some of the most extraordinary experiences in the world," said Chantal Péan, Senior Vice-President of Corporate Affairs and Corporate Secretary of the CTC. "This memorandum ensures that we will have the content needed to encourage thousands of journalists to write and broadcast about Canada and its Francophone tourism products available throughout the country."

Cooperation between the two organizations will mainly focus on the following areas: research into ways of supporting the product and service offerings of tourism businesses in Francophone and Acadian communities; liaison between tourism industry stakeholders; communications; and media relations. The parties have also agreed to work together to raise awareness among federal, provincial and territorial partners regarding the added value that the tourism industry and the Francophone and Acadian communities bring to the Canadian economy, as well as regarding Canada's tourism and cultural diversity.

A new champion at Health Canada

In collaboration with François Rivest and Marc-Olivier Houle, Health Canada

Health Canada is pleased to announce the appointment of Laurette Burch, Regional Director General for Manitoba and Saskatchewan Region, as the Department's new Official Languages Champion. Ms. Burch succeeds Kin Choi, Assistant Deputy Minister for the Corporate Services Branch.

As a Franco-Manitoban, Ms. Burch is well acquainted with the issues facing official-language minority communities and is an enthusiastic advocate of Health Canada's role in supporting these communities as they seek greater access to health-care services in their own language. For a number of years, she has been on Health Canada's Consultative Committee for French-Speaking Minority Communities, whose recommendations helped shape the Contribution Program to Improve Access to Health Services for OLMCs (2003-08) and the Official Languages Health Contribution Program (2008-13). She also served as Official Languages Champion for the Manitoba Federal Council and for the past three years has represented Health Canada on the board of the *Société Santé en français*.

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> I remember speaking to some students in a displaced persons camp in Sudan a few years ago. One student, perhaps 15 years old, raised her hand and said she had heard about the deportation of the Acadians and could I tell her "something about it?" and "Do the Acadians still exist?" and "Where do they live and what do they do?" I was able to tell her a few things, but after meeting with the *Société Saint-Thomas-d'Aquin*, I would today be able to give that young student a sense of what it means to be Acadian and to tell her how the community is developing while maintaining its identity.

David Hutchings, Canada's Ambassador to Bosnia and Herzegovina

DFAIT recently wrote to all the OLMCs to tell them about the Speakers Program, which gives Canadian audiences an opportunity to engage with departmental officials on a broad range of foreign policy, trade and investment issues. For more information, visit: **www.international.gc.ca/speakers.**

CTC and *RDÉE Canada* team up

Inviting the world to discover French Canada!

In collaboration with the Canadian Tourism Commission

In February 2009, the *Réseau de développement économique et d'employabilité du Canada* (*RDÉE Canada*) and the Canadian Tourism Commission (CTC) ratified a partnership agreement to promote Canada's Francophone and Acadian products and tourist destinations internationally.

The new agreement between the *RDÉE*, a leader in community economic development, and Canada's national marketing organization will make it possible, among other things, to deliver a major international tourism marketing strategy. It will also foster greater cooperation among private and community tourism stakeholders in minority Francophone and Acadian communities.

> "*RDÉE Canada* is proud to have developed this special partnership with the Canadian Tourism Commission," said Roger Lavoie, Director General of *RDÉE Canada*.

Roger Lavoie, Director General of *RDÉE Canada*, and Alexander Reford, member of the CTC board of directors

"The impact is sure to benefit our country, as this collaboration will strengthen Canada's Francophone and Acadian tourism destinations and products. We want to invite the entire world to explore our beautiful country!"

"The 2010 Winter Games will accelerate the process of securing recognition for Canada as a destination offering some of the most extraordinary experiences in the world," said Chantal Péan, Senior Vice-President of Corporate Affairs and Corporate Secretary of the CTC. "This memorandum ensures that we will have the content needed to encourage thousands of journalists to write and broadcast about Canada and its Francophone tourism products available throughout the country."

Cooperation between the two organizations will mainly focus on the following areas: research into ways of supporting the product and service offerings of tourism businesses in Francophone and Acadian communities; liaison between tourism industry stakeholders; communications; and media relations. The parties have also agreed to work together to raise awareness among federal, provincial and territorial partners regarding the added value that the tourism industry and the Francophone and Acadian communities bring to the Canadian economy, as well as regarding Canada's tourism and cultural diversity.

A new champion at Health Canada

In collaboration with François Rivest and Marc-Olivier Houle, Health Canada

Health Canada is pleased to announce the appointment of Laurette Burch, Regional Director General for Manitoba and Saskatchewan Region, as the Department's new Official Languages Champion. Ms. Burch succeeds Kin Choi, Assistant Deputy Minister for the Corporate Services Branch.

As a Franco-Manitoban, Ms. Burch is well acquainted with the issues facing official-language minority communities and is an enthusiastic advocate of Health Canada's role in supporting these communities as they seek greater access to health-care services in their own language. For a number of years, she has been on Health Canada's Consultative Committee for French-Speaking Minority Communities, whose recommendations helped shape the Contribution Program to Improve Access to Health Services for OLMCs (2003-08) and the Official Languages Health Contribution Program (2008-13). She also served as Official Languages Champion for the Manitoba Federal Council and for the past three years has represented Health Canada on the board of the *Société Santé en français*.

Terroir

identité et séduction*

Terroir, Identity and Seduction

A new path to development

In collaboration with Alain Boucher, Canadian Heritage

Identity development and promotion of local products can go hand in hand. This was demonstrated by the Terroir, Identity and Seduction symposium held in Saskatoon from February 20 to 22, 2009. An initiative of the *Assemblée communautaire fransaskoise* and the University of Regina's *Institut français*, the project also had the support of Canadian Heritage and the cooperation of *Radio-Canad*[illegible] and Agriculture and Agri-Food Canada.

The organizers wanted to raise community awareness of an alternative to traditional rural development that combines promotion of products, both agricultural and cultural, and the region they are from. To do this requires innovation, new partnerships between local producers and their neighbours, sharing of knowledge and expertise, and offering of original products that 'seduce' consumers. The enthusiastic response from the public, invited to sample local products at the Local Taste Show held during the symposium, confirmed the potential for Saskatchewan's local products.

An impressive range of guests from the Charlevoix and Rimouski regions of Quebec, the Aubrac area of the Midi-Pyrénées region of France, the state of Louisiana (U.S.), British Columbia and, of course, Saskatchewan came to share their expertise and passion for developing local products.

The symposium marked the beginning of a realization by the Fransaskois community that there are alternatives to rural development that involve French- as well as English-speaking partners. Developing local Saskatchewan products can become not only a tool for economic development but also a source of pride in regional culture and heritage. By developing the Terroir project, the *Assemblée communautaire fransaskoise* and the University of Regina's *Institut français* have displayed leadership that will benefit the entire population of Saskatchewan.

To find out more, go to: **www.terroirsk.ca/home.html**.

**Logo available in French only*

The Gravelbourg mustard booth

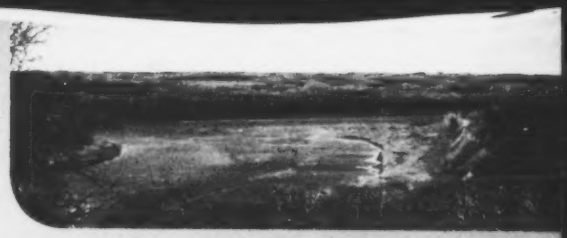
Terroir as defined by UNESCO

"*Terroir* is a specific geographic area where a human community has developed over its history an ensemble of distinctive cultural traits, of know-how and practices founded on a system of interactions between the natural environment and human factors. The know-how reveals originality and authenticity which creates a recognition for the products and services as cultural/heritage items originating from that area and from the people who live there. *Terroirs* are then vibrant and innovative spaces that define the people who live there and reflect a marriage between traditions, culture and the natural environment."

Terroir, Identity and Seduction symposium

A pilot project in the Batoche area

In collaboration with Marc Calette, Parks Canada



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The development of agro-tourism, eco-museums and related initiatives appears to hold promise for the advancement of rural Saskatchewan. A pilot project in Batoche will encourage economic development through the cultivation and promotion of food products specific to the area. Similar models have enjoyed success in the Charlevoix Regional Municipality in Quebec and in France. Many of the parks in Charlevoix are strong partners in that area's regional business strategy.

Batoche NHS is seen as an integral partner in the ACF's overall plans; it could prove equally important in the context of this pilot project. Once the ACF's strategy extends to other areas of the province, Prince Albert National Park could become a similar partner.

The ACF wants to develop tourist destinations to promote the French language and culture, an objective shared by Parks Canada in relation to Batoche NHS. The pilot project has the potential to fulfill that objective, to the benefit of both organizations.

Parks Canada welcomes closer relations with the Francophone community in Nunavut

In collaboration with Kristy Frampton, Parks Canada

At Parks Canada in Nunavut, employees work in three languages: English, French and Inuktitut. Providing service to all Canadians and Nunavummiut in their language of choice is part of their mandate. So too is working with citizens' groups and representative organizations to engage them in developing the national parks as tourism destinations. This falls squarely in line with the efforts of the Government of Nunavut, which has signed the Nunavut–France Tourism Cooperation Accord to actively promote Francophone tourism in the territory.

National parks in Nunavut are jointly managed by Parks Canada and the Joint Park Management Committees appointed by the Government of Canada and the regional Inuit organizations. Parks Canada staff in Nunavut work closely with the Qikiqtani and Kivalliq regional Inuit organizations and are also building a collaborative relationship with the *Association des francophones du Nunavut* (**www.franco-nunavut.ca**). Based in Iqaluit, the AFN acts as the voice of the Francophone minority community in Nunavut; it is dedicated to ensuring that the community thrives in the North, while working in harmony with other cultures.

Together with *Odyssée Nunavut*, the AFN assists Parks Canada in providing French-language services to the many French-speaking visitors from Canada and France who flock to the national parks in Nunavut throughout the year. Staff and volunteers of these two organizations are also trained to conduct orientation sessions. As the primary Francophone tour operator, *Odyssée Nunavut* offers hiking, skiing and dog-sledding excursions for Francophones in and around Auyuittuq National Park.

Another role of Parks Canada staff is to communicate the excitement and beauty of the national parks to potential visitors, and to engender a sense of ownership in all communities that make up the territory. A Parks Canada employee appears regularly as a guest speaker on *L'Aurore Boréale*, the morning radio show on the Francophone community radio station.

Kristy Frampton, Parks Canada, and Caroline Pelletier, host of *L'Aurore Boréale*, CFRT, 107.3 FM in Iqaluit, Nunavut

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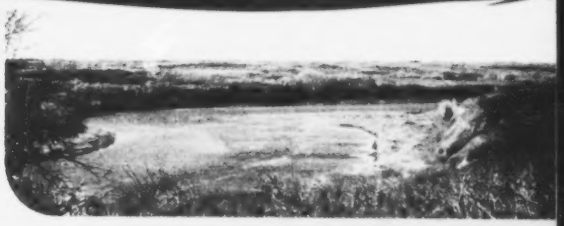

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New Protocol for Agreements between Canadian Heritage and the CMEC

In collaboration with Sylvie Rochette, Canadian Heritage

The Department of Canadian Heritage (PCH) and the Council of Ministers of Education, Canada (CMEC) renewed their cooperation, adopting a new Protocol for Agreements for Minority-Language Education and Second-Language Instruction to cover the period from 2009-2010 to 2012-2013. This announcement was made on September 4, 2009 in Winnipeg by the Honourable James Moore, Minister of Canadian Heritage and Official Languages, together with the Honourable Diane McGifford, Chair of the CMEC.

For almost 40 years, PCH and CMEC have pursued common goals in official languages education. Together, they are working to:

- offer young English- and French-speaking Canadians living in minority communities an education in their own language, including cultural enrichment; and
- offer the entire school population the opportunity to learn their second official language and thus benefit from the cultural enrichment associated with discovering the cultures of the other official-language community.

The Protocol continues to be the multilateral instrument that forms the basis of the cooperation between the Government of Canada and each provincial/territorial government on matters of education. It provides a federal budget of over $1 billion over four years for the implementation of bilateral agreements with each province/territory on minority-language education and second-language instruction. Funds will also be allocated for the implementation of the exchange and language learning programs administered by CMEC.

For the first time since its introduction, the Protocol includes an outcome framework agreed upon by the Government of Canada and the provincial/territorial governments. It sets out six outcome domains for the advancement of official-language education under each linguistic objective. The framework will provide the basis for the provinces and territories to establish their own action plans and develop performance indicators that will be reported on in biennial reports. It will enable both levels of government to provide the public with relevant and timely information on the results of their cooperation.

In the next few months, PCH will conclude cost-sharing four-year bilateral agreements with each province and territory.

The Protocol is now available from the Department of Canadian Heritage Web site at **www.canadianheritage.gc.ca**. Once finalized, the bilateral agreements will also be available online.

The Protocol is funded in part by the Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future, an unprecedented government-wide investment.

Statistics Canada offers a new community portrait

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French-language justice in Ontario
From theory to practice

In collaboration with Linda Cardinal, Nathalie Plante and Anik Sauvé, Chaire de recherche sur la francophonie et les politiques publiques, University of Ottawa

How do we move from theory to practice when it comes to actively offering services in French in Ontario's justice sector?

To answer that question, the team at the University of Ottawa's research chair in Canadian Francophonie and public policies began research in June 2008 into the mechanisms of active offer of and demand for French-language services in Ontario's justice sector. Funded by the federal Department of Justice and the office of the French-language services coordinator for justice-sector departments in Ontario, the research was designed to help departments working in the justice sector improve their offer of services for the province's Francophones.

First, an exhaustive literature and electronic review resulted in the preparation of an inventory of mechanisms for actively offering French-language services. The review covered Ontario's justice-sector departments, as well as mechanisms used by the federal government, other provincial governments and other governments around the world.

Second, a survey conducted among justice-sector government employees in Ontario working in bilingual-designated positions made it possible to collect data on how well they understood their role in the active offer process and to assess the mechanisms in place to make an active offer of French-language services. Third, focus group sessions involving users of services as well as justice professionals helped complete the picture of the situation and lead to a better understanding of what causes Francophones to ask or not ask for service in French.

The results of the research are available at: **www.crfpp.uottawa.ca**.

From children's rights to the interests of separated families
First French-language conference on family justice

In collaboration with Lise C. Sarault and Ginette Thibault, Justice Canada

The *Fédération des associations de juristes d'expression française de common law inc.* (FAJEF), in conjunction with the *Association internationale francophone des intervenants auprès des familles séparées* (AIFI), have held the very first conference on family justice in Canada entirely in French.

> Entitled "Conference on family justice: from children's rights to the interests of separated families," the event brought some 130 participants from all regions of Canada to Moncton on November 7 and 8, 2008.

The event was made possible by Justice Canada through its Child-Centred Family Justice Fund and significant logistical support. It was designed to meet a significant need for professional development and networking identified by key stakeholders across the country.

Participants felt that the four main goals of the conference were largely met. They were: to expose family law stakeholders to legal terminology in French and to tools available in the field; to provide French-language training on a variety of issues, including domestic violence and the challenges of parenting after divorce or separation; to solicit stakeholder viewpoints regarding priorities in family law in French across Canada; and to increase FAJEF's capacity to provide training to family law stakeholders across the country. The enthusiastic participants requested that a second event be held in the near future.

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Ça se brasse chu nous!
Nova Scotia conducts a marketing campaign to promote the use of services in French

In collaboration with Diane Haché and Fatima El Badri, Canadian Heritage

Left to right: David Burton, Provincial Director of the Canadian Heritage office in Halifax; Désiré Boudreau, President of the *Fédération acadienne de la Nouvelle-Écosse*; Vaughne Madden, Director General, Nova Scotia Office of Acadian Affairs. Standing: Ronald Bourgeois, consultant.

Although some government services are available in French, Nova Scotia's Acadians and Francophones are still reluctant to seek services in their mother tongue. A community that does not speak publicly in its own language is a community whose language is disappearing. Galvanized by this finding, the Office of Acadian Affairs and the *Fédération acadienne de la Nouvelle-Écosse* (FANE) have designed a social marketing campaign called *"Ça se brasse chu nous!"* The campaign, which hit the airwaves, newsstands and billboards in March 2009, was designed to spark a new reaction.

The project came about thanks to funding from Canadian Heritage's Official Language Community Development Program and Nova Scotia's Office of Acadian Affairs under the Canada–Nova Scotia Agreement on French-Language Services.

> The goal of the campaign was to inform Acadians and Francophones of the availability of services and to encourage them to take advantage of them.

The key features of the campaign—postcards, radio spots, posters and newspaper ads—were designed to attract the attention of listeners and passers-by in an amusing way. "Acadians don't respond to formality," explained Jean Léger, Director General of FANE. "They also told us that the language needed to be adapted to their language."

"These are the kind of concrete gestures that will make it possible to realize Canada's vision for the future of official languages presented in the Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future, adopted by the Government of Canada last June," said James Moore, Minister of Canadian Heritage and Official Languages, in the message he sent on the occasion of the campaign launch.

Votre arrière grand-mère serait très fière de vous.
Si vous croyez qu'être servi dans votre langue c'est quelque chose qui arrivait *risque* dans le bon vieux temps, *ben* le bon vieux temps est *r'venu*! Ça veut dire que vous pouvez *r'nouv'ler* votre licence ou recevoir votre certificat de mariage dans votre langue *comme* dans le bon vieux temps.
Bonjour!
gov.ns.ca/bonjour
Essayer les services du gouvernement dans votre langue
En Nouvelle-Ecosse, Bonjour va loin !
fane
Les services pour Acadiens et francophones, pas des services en français ordinaires...

*This campaign material is available in French only.

Implementation of the Roadmap at Health Canada

In collaboration with Roger Farley and Liette Pellerin, Health Canada

In June 2008, the Government of Canada unveiled its Roadmap for Canada's Linguistic Duality 2008–2013: Acting for the Future. The Roadmap is a government-wide investment in official languages of $1.1 billion across 13 federal departments and agencies.

> Health Canada will receive $173.4 million over that period to address the needs identified by the official-language minority communities (OLMCs).

Funding will be allocated to the Official Languages Health Contribution Program for three program components:

- Health Networking, which brings together health stakeholders;
- Training and Retention of Health Professionals / French-language Training and Cultural Adaptation, which ensures more health professionals are available to serve OLMCs;
- Projects for Official Language Minority Communities, which promotes better integration and improved access to health services, increases awareness of the availability of health-care services in both official languages and encourages OLMCs to take responsibility for their own health. To respond to immediate community-health needs and priorities, projects will be developed at the community level and will focus on vulnerable populations such as children, youth and seniors.

For the Health Networking and the Projects components, the *Société Santé en français* will coordinate projects for the Francophone communities; the Community Health and Social Services Network will do the same for the Anglophone communities.

The *Consortium national de formation en santé* will coordinate projects for the Training and Retention of Health Professionals component. The *Consortium* comprises numerous institutions, including the *Consortium* national secretariat, the *Université de Moncton* (New Brunswick), the *Université Sainte-Anne* (Nova Scotia), the University of Ottawa (Ontario), Laurentian University (Ontario), the *Collège universitaire de Saint-Boniface* (Manitoba), the *Campus Saint-Jean* (Alberta), the *Cité collégiale* (Ottawa, Ontario), the *Collège Boréal* (Ontario), the *Collège communautaire du Nouveau-Brunswick – Campbellton* (New Brunswick), the *Collège Acadie* (Prince Edward Island) and the Government of New Brunswick, with institutions participating in the Quebec–New Brunswick health training agreement.

Another development of note is the federal government's $4 million contribution to the *Consortium* in 2008-09 to enhance support for Francophone students pursuing post-secondary studies in health. This has enabled the *Consortium* to strengthen promotion and recruitment efforts, expand distance learning, improve clinical training through the purchase of medical equipment, and increase the number of recruits in teaching and continuing studies. More Francophones across the country were thus able to benefit from improved access to health services in their language of choice.

Consult Bulletin 41-42 online!

www.canadianheritage.gc.ca/bulletin41-42

Ça se brasse chu nous!
Nova Scotia conducts a marketing campaign to promote the use of services in French

In collaboration with Diane Haché and Fatima El Badri, Canadian Heritage

Left to right: David Burton, Provincial Director of the Canadian Heritage office in Halifax; Désiré Boudreau, President of the *Fédération acadienne de la Nouvelle-Écosse*; Vaughne Madden, Director General, Nova Scotia Office of Acadian Affairs. Standing: Ronald Bourgeois, consultant.

Although some government services are available in French, Nova Scotia's Acadians and Francophones are still reluctant to seek services in their mother tongue. A community that does not speak publicly in its own language is a community whose language is disappearing. Galvanized by this finding, the Office of Acadian Affairs and the *Fédération acadienne de la Nouvelle-Écosse* (FANE) have designed a social marketing campaign called "*Ça se brasse chu nous!*" The campaign, which hit the airwaves, newsstands and billboards in March 2009, was designed to spark a new reaction.

The project came about thanks to funding from Canadian Heritage's Official Language Community Development Program and Nova Scotia's Office of Acadian Affairs under the Canada–Nova Scotia Agreement on French-Language Services.

> The goal of the campaign was to inform Acadians and Francophones of the availability of services and to encourage them to take advantage of them.

The key features of the campaign—postcards, radio spots, posters and newspaper ads—were designed to attract the attention of listeners and passers-by in an amusing way. "Acadians don't respond to formality," explained Jean Léger, Director General of FANE. "They also told us that the language needed to be adapted to their language."

"These are the kind of concrete gestures that will make it possible to realize Canada's vision for the future of official languages presented in the Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future, adopted by the Government of Canada last June," said James Moore, Minister of Canadian Heritage and Official Languages, in the message he sent on the occasion of the campaign launch.

Votre arrière grand-mère serait très fière de vous.
Si vous croyez qu'être servi dans votre langue c'est quelque chose qui arrivait *rinque* dans le bon vieux temps, *ben* le bon vieux temps est *r'venu*! Ça veut dire que vous pouvez *r'nouv'ler* votre licence ou recevoir votre certificat de mariage dans votre langue *courinne* dans le bon vieux temps.
Bonjour!
gov.ns.ca/bonjour
En Nouvelle-Ecosse, Bonjour va loin !
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Consult Bulletin 41-42 online!

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Canada Post provides official-language training on the Net

In collaboration with Jovane Drouin, Canada Post Corporation

The year 2009 began with a bang at Canada Post, as it launched its first-ever online official-languages training program.

Effectively reaching employees at all levels of the organization with a single tool was a major challenge for the designers, who worked diligently on the project for almost six months. Rising to the challenge, they used animation and interactive scenarios that allow users to test their knowledge of the *Official Languages Act* and Canada Post's Official Languages Policy in their daily work. Communications with the public, language of work, full participation of English- and French-speaking Canadians and promotion of English and French were all areas of focus. The training session lasts 20 to 30 minutes.

Created one year after Canada Post's new Official Languages Policy came into effect, the mandatory training targets about 2,500 employees, including those at the executive level, who are in bilingual positions and have individual access to a computer. All received an e-mail from Bonnie Boretsky, Vice-President, General Counsel, Corporate Secretary and Compliance, and Official Languages Champion, who introduced the initiative, provided the hyperlink to the online training and asked employees to take the required time to complete the program.

> To date, the results have justified the effort invested. Over the first few months of the year, more than a thousand Canada Post employees took the training, which is permanently available on the agency's Intranet site.

The project leaders are pleased with the results and are confident that the goals set for the current year will be met.

For all Service Canada employees
Course on official languages

In collaboration with Louise Hébert Rahemtulla, Service Canada

Respect for official languages is a given at Service Canada. A significant proportion of its employees deal with Canadians every day through its Service Canada Centres, which serve Canadians across the country in the official language of their choice, as well as through its 1 800 O-Canada information line, its Web site and its various outreach services.

> To assist employees in fulfilling this mandate to the best of their ability and more easily reaching those who live outside the major centres, the Service Canada College, in conjunction with its official languages partner, the Official Languages Service for Citizens, has developed a new online training program entitled Official Languages.

Available since the start of 2009 and targeting Service Canada citizen service agents, team leaders, supervisors and managers, the course is offered free of charge and is similar in content to the in-class training offered as part of the Service Excellence program. It is designed to raise awareness among participants of the importance of respecting linguistic duality and meeting Service Canada's official languages obligations, particularly in the areas of communications with the public and enhancement of the vitality of official-language minority communities.

National Film Board's new online Screening Room

In collaboration with Elena Villegas, National Film Board

The National Film Board of Canada (NFB) marked its 70th anniversary in 2009 with a gift to Canadians and Web users of all ages: a new online Screening Room providing free home viewing of over 1,000 productions, films, trailers and clips from the NFB's world-renowned collection. For Canadians living in and outside official-language minority communities (OLMCs), the gift provides first-time access to a wealth of material in both official languages. Included are films by creators who are members of official-language minority communities.

> Available 24/7 in both official languages, the NFB's online Screening Room provides Canadians with a unique experience: free viewing of a national treasure of the stories that belong to all of us.

From historical films dating back to 1928 to current releases, this initiative invites Canadians from all regions to browse, discover and be entertained by the stories that bind us together.

English-language films from Quebec now online include Patricia Kearns's *XS Stress: Teens Take Control*; Torill Kove's animated short *My Grandmother Ironed the King's Shirts*; Cynthia Scott's award-winning *Flamenco at 5:15* and Alanis Obomsawin's landmark *Kanehsatake: 270 Years of Resistance*.

From the NFB's Acadia Studio come Renée Blanchar's *On a tué l'enfant Jésus*; Léonard Forest's Les *Acadiens de la Dispersion*; Paul Emile d'Entremont's *Reema, aller-retour;* and Sylvie Dauphinais' *Quelque chose dans l'air.*

NFB studios in Ontario and the West have also generated their share of films by OLMC filmmakers. Included in the Screening Room are works by Nadine Valcin, Lisa Fitzgibbons, Georges Payrastre and Ilan Saragosti, among others.

Now online at **NFB.ca**, the Screening Room is the latest step in a sweeping digital transformation now underway at Canada's public film producer and distributor, which is committed to harnessing digital technologies to connect with all Canadians in their official language of choice.

Team Canada artists heading to the 2009 Games of La Francophonie

In collaboration with Nicole (Niki) Saunders, Canadian Heritage

Canada

Jeux de la Francophonie
Liban 2009

After a long validation process, the names of the Team Canada artists who will take part in the cultural competitions of the VI Games of La Francophonie in Beirut have finally been released. Artists from all across Canada will wear the country's colours in all cultural events of the Games.

One hundred and thirty-seven artists submitted applications, which were first reviewed by a national panel of peers. The selected applications were then submitted to a panel of the *Comité international des Jeux de la Francophonie* (CIJF) and then examined by a final international jury made up of representatives of the CIJF and the *Organisation internationale de la Francophonie*. Canada qualified in all seven cultural events of the Games, which also host sporting competitions.

The following Team Canada artists will compete in cultural competitions and take part in friendly creative workshops:

Song:	**Karkwa** (Laval, QC)
Storytelling:	**Arleen Thibault** (Quebec City, QC)
Original dance:	**Virginie Brunelle dance company** (Montreal, QC)
Literature (short story):	**Stéphanie Filion** (Montreal, QC)
Painting:	**Benjamin Rodger** (Ottawa, ON)
Photography:	**Geneviève Thauvette** (Ottawa, ON)
Sculpture:	**Sarah Beck** (Regina, SK)

Congratulations to all of these artists who will be heading to Beirut from September 27 to October 6, 2009!

To learn more about Canada's participation in the VI Games of La Francophonie, please go to **www.canadianheritage.gc.ca/special/francophonie**.

Multiplatform, Multi-success!

Telefilm's professional development initiative

In collaboration with Jill Varley, Telefilm Canada

Telefilm Canada recently unveiled an initiative aimed at producers, directors, developers and scriptwriters in official-language minority communities (OLMCs).

> *Multiplatform, Multi-success!* is a three-day workshop that encourages emerging professionals in film, television and new media to explore the creation and exploitation of content in a multiplatform setting.

The workshop for French-speaking creators residing outside Quebec was attended by 31 participants from five provinces. It was held in Montreal in February 2009 and led by the *Institut national de l'image et du son*. Another 34 registered for the March 2009 workshop for English-speaking creators living in Quebec. Sessions included topics such as "Social Networks and Social Media," "Alternate Reality Games," and "Cross-Platform Production."

In the short term, the workshops are expected to raise awareness among OLMC creators of new possibilities in a multiplatform age, providing them with the tools they need to take on new types of audiovisual and digital creation and production. In addition to cultivating new talent in these communities, the workshops will enhance participants' understanding of current issues and challenges, and foster business development. Over the longer term, this is likely to mean greater OLMC access to regular Telefilm Canada funds.

Multiplatform, Multi-success! is part of Telefilm's official languages activities and is intended to enhance the industry's skills and knowledge, maximize the potential to reach audiences, and increase the number of creators from OLMCs.

Seventh *DiverCiné* Festival

In collaboration with Saïd Bala and Gaétan Duguay, Canadian Heritage

Amid the celebrations surrounding the *Journée internationale de la Francophonie*, the Department of Canadian Heritage and the Embassy of France in Canada partnered to organize the seventh edition of *DiverCiné*, an international Francophone film festival that took place April 17 to 23, 2009, at the ByTowne Cinema in Ottawa.

Offering a window to the world and to cultural diversity, the selection at *DiverCiné* 2009 included seven films reflecting the diversity of the Francophonie: from Egypt, *Le chaos*; from Morocco, *Française*; from Lebanon, *Falling from Earth*; from Mali, *Faro, La reine des eaux*; from Poland, *Un conte d'été polonais*; from France, *Hello, Goodbye* and from Canada, *Le grand départ*, the first feature film produced by Quebec actor Claude Meunier. The films were shown in their original version and subtitled in one of Canada's two official languages.

The Parliamentary Secretary for Status of Women, Sylvie Boucher, and His Excellency, the French Ambassador to Canada, François Delattre, co-hosted the opening ceremony for *DiverCiné*. Over the week-long event, more than 1,300 Francophone and Francophile movie buffs took advantage of this unique opportunity to discover works by filmmakers from a variety of Francophone countries, which are rarely shown in movie houses in Canada. A resounding success, the seventh edition of *DiverCiné* was made possible through its media partners, *Radio-Canada* radio and television and *TV5 Québec Canada*, as well as the *Alliance Française*.

DiverCiné is a concrete example of the implementation of the Convention on the Protection and Promotion of the Diversity of Cultural Expressions, which is heartily endorsed by both Canada and France.

See you next year for the eighth edition!

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See you next year for the eighth edition!

A Statistics Canada initiative

Everything you wanted to know about the diversity of Canada's Francophonie

In collaboration with Réjean Lachapelle, Statistics Canada

Curious to learn more about the different faces of Canada's Francophonie, 50 or so representatives of various federal departments and Statistics Canada employees attended a presentation on March 17 by Réjean Lachapelle, Director of Statistics Canada's Demolinguistics Studies Division. The meeting was held as part of the *Rendez-vous de la Francophonie*.

The presentation was based on brand-new 2006 Census data, which will soon be out on DVD (see p. 8). Réjean Lachapelle dealt with a number of topics, including the evolution of the Francophone population, the geographical distribution of Francophones and, in particular, the simultaneously homogeneous and pluralistic nature of the Francophone population.

> Overall, the picture for Canada's Francophones is stable. More than 85 per cent live in Quebec. Half of the one million Francophones living outside Quebec reside in Ontario, and a quarter reside in New Brunswick.

Echoing the *Rendez-vous 2009* theme highlighting diversity in the Francophonie, Mr. Lachapelle focused his discussion on the contribution of Francophones from elsewhere in the Canadian mosaic. Participants also learned that the percentage of immigrants in the Francophone population is now above 10% in Newfoundland and Labrador (10.7%), Ontario (12.7%), Alberta (12.5%) and British Columbia (23.6%), but continues to be low in Quebec (7.6%).

A slide show of the presentation is available on Statistics Canada's Web site at **www.statcan.gc.ca/about-apercu/41-eng.htm**.

PWGSC celebrates Linguistic Duality Week

In collaboration with Julie Lemieux, Public Works and Government Services Canada

Encouraged by the success of the first Linguistic Duality Week, Public Works and Government Services Canada (PWGSC) held the second edition from December 1 to 5, 2008, on the theme "Linguistic Duality: Experience It!"

Held in Gatineau, the event drew hundreds of participants, achieving its goal of raising awareness among employees of the importance of bilingualism in their professional and personal lives.

A number of guests of honour and speakers, including official languages champions Francine Kennedy and Tim McGrath, joined Deputy Minister François Guimont and Associate Deputy Minister Daphne Meredith in kicking off the event.

"In this country, we have always emphasized and respected language differences," said Daniel J. Caron, President of the Council of the Network of Departmental Official Languages Champions. "We must continue to promote those values all across Canada."

Throughout the week-long event, employees had the opportunity to visit numerous booths, including those set up by the Canada School of Public Service, Canadian Heritage, the Translation Bureau and the Canada Public Service Agency. Representatives from the community sector, such as the *Réseau de développement économique et d'employabilité (RDÉE) Canada*, the Community Table and Toastmasters, were also in attendance.

On a lighter note, a few brave PWGSC staffers got up on stage in the lobby of Place du Portage III to try their hand at karaoke. The catch? They had to sing a song in their second language... to the great amusement of the spectators!

PWGSC is already planning the third Week, to take place in January 2010.

Rendez-vous de la Francophonie at HRSDC and Service Canada

In collaboration with Louise Hébert Rahemtulla, Service Canada

Members of the Percussimo group flank Marie Gauthier, Director General, Strategic Integration, Planning and Accountability, HRSDC; Charles Nixon, Assistant Deputy Minister, Citizen Service Branch, Service Canada; and Élizabeth Châtillon, Official Languages Champion and Assistant Deputy Minister, Operations Branch, Service Canada.

Employees of Human Resources and Skills Development Canada (HRSDC) and Service Canada flocked to the 2009 *Rendez-vous de la Francophonie*. They came to celebrate the rich diversity of Canada's francophonie, participating enthusiastically in the range of activities staged throughout the region and at various government buildings. Employees moved to the infectious rhythms of musical groups such as Percussimo and Colores Andinos, sampled desserts from a variety of Francophone countries around the world and admired the magnificent paintings in an exhibit of African art. To add to the fun, they had an opportunity to win prizes by answering a quiz that tested their knowledge of the francophonie.

Canadian Heritage celebrates!

In collaboration with Mariam Adshead, Canadian Heritage

On March 11, 2009, employees of the Department of Canadian Heritage were treated to a noon-time show marking this year's celebration of the *Rendez-vous de la Francophonie*. The performers—professional singers, dancers and actors from the region—entertained the several hundred people in attendance. A toe-tapping time was had by all who came to see the diversity of Canada's francophonie expressed through live performance.

France Maisonneuve performing at the Canadian Heritage noon-time show

Dining à La Francophonie!

In collaboration with Anne Tanguay, National Arts Centre

Once again this year, the National Arts Centre Café chose to mark the occasion of the *Rendez-vous de la Francophonie* in its own way, by offering diners an appetizing gastronomic tour.

A word of caution: even a glance at the menu on an empty stomach could be too much temptation! Indeed, many participants from near and far took advantage of the opportunity to let their taste buds do the touring. If you couldn't make it, don't worry: you'll have another chance in March 2010.

Le Café

Rendez-vous de la Francophonie
March 15 to 22, 2009

Potage Saint-Germain (pea soup)
or
Mixed greens with honey maple syrup vinaigrette
****
Pigs' feet
with mashed potatoes
or
Wild fowl tourtière
or
Tomcod stew
from the waters of Sainte-Anne-de-la-Pérade
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Pudding chômeur (poor man's pudding)

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Nova Scotia recognizes excellence in French-language services

In collaboration with Jean-Bernard Lafontaine, Canadian Heritage

On March 20, the International Day of La Francophonie and the very day she was leaving on retirement, Gabrielle Verri, who for many years worked in official languages with the Department of Canadian Heritage in Nova Scotia, was honoured by the provincial government for her contribution to French-language services in that province.

Acadian Affairs Minister Chris d'Entremont presented her and two other champions with the first Bonjour! Awards for Excellence, a new program designed to recognize those who have contributed to the development of French-language services in the province.

John Hamm, former Premier of Nova Scotia, and Réal Samson, former Senior Advisor for the Office of Acadian Affairs, were the other two recipients of the first awards.

The President of the *Fédération acadienne de la Nouvelle-Écosse*, Désiré Boudreau, who attended the ceremony, welcomed the initiative. "We are aware of the efforts required to deliver French-language services to Acadians and Francophones in the province and we think it is appropriate that these efforts be officially recognized," he said. "The program will motivate employees at all levels to strive for excellence in their work."

More information on the awards program is available at **www.gov.ns.ca/acadian.**

Left to right: the Honourable Chris d'Entremont, Minister of Acadian Affairs; Gabrielle Verri, manager, Canadian Heritage, Nova Scotia; and Jean-Bernard Lafontaine, Regional Executive Director, Canadian Heritage, Atlantic Region.

Jean-Bernard Lafontaine receives the Public Service Award of Excellence

With the collaboration of Canadian Heritage

Jean-Bernard Lafontaine, Regional Executive Director, Atlantic Region, has been awarded the Public Service Award of Excellence 2009 under the "Official Languages" category.

During his career within the Public Service, Mr. Lafontaine particularly stood out for his significant contribution with respect to the Atlantic provinces' Acadian and Francophone communities. He never hesitated to play a leadership role, as he established Official Languages Week in New Brunswick to raise awareness of official languages issues among federal public servants, or as Champion of the Official Languages Committee of the New Brunswick Federal Council. He has worked relentlessly to ensure support for the *Congrès mondial acadien* in 2004 and 2009, and he played a key role in the development of school-community centres in Canada. Furthermore, as noted by the director general of the Sainte-Anne community centre in Fredericton,

Judith A. LaRocque, Deputy Minister, Canadian Heritage, and Jean-Bernard Lafontaine, Regional Executive Director, Canadian Heritage, Atlantic Region.

> "His exemplary contribution, vision and leadership have helped to further the development of the French language and culture in a minority environment across Canada; consequently, we now have 30 Francophone school-community centres across the country."

Finally, as an official languages manager in the Department, Mr. Lafontaine has contributed at the policy level as well as in client services delivery. His sound experience with these issues, pragmatic judgment and straightforward way of discussing things with colleagues, clients and elected officials made him a valued mentor, one who is always called upon to go the extra mile.

Mr. Lafontaine officially retired on August 28, 2009. He takes with him fond memories of his time with Canadian Heritage.

Nova Scotia recognizes excellence in French-language services

In collaboration with Jean-Bernard Lafontaine, Canadian Heritage

On March 20, the International Day of La Francophonie and the very day she was leaving on retirement, Gabrielle Verri, who for many years worked in official languages with the Department of Canadian Heritage in Nova Scotia, was honoured by the provincial government for her contribution to French-language services in that province.

Acadian Affairs Minister Chris d'Entremont presented her and two other champions with the first Bonjour! Awards for Excellence, a new program designed to recognize those who have contributed to the development of French-language services in the province.

John Hamm, former Premier of Nova Scotia, and Réal Samson, former Senior Advisor for the Office of Acadian Affairs, were the other two recipients of the first awards.

The President of the *Fédération acadienne de la Nouvelle-Écosse*, Désiré Boudreau, who attended the ceremony, welcomed the initiative. "We are aware of the efforts required to deliver French-language services to Acadians and Francophones in the province and we think it is appropriate that these efforts be officially recognized," he said. "The program will motivate employees at all levels to strive for excellence in their work."

More information on the awards program is available at **www.gov.ns.ca/acadian.**

Left to right: the Honourable Chris d'Entremont, Minister of Acadian Affairs; Gabrielle Verri, manager, Canadian Heritage, Nova Scotia; and Jean-Bernard Lafontaine, Regional Executive Director, Canadian Heritage, Atlantic Region.

Jean-Bernard Lafontaine receives the Public Service Award of Excellence

With the collaboration of Canadian Heritage

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